

Product Safety Recall

42190 Front Upper Control Arm Separation



Reference Number: N162042190 **Release Date:** May 2016
GWM Number: 2042190 **Revision:** 01
Revision Description: This bulletin is being revised to add Suburban models to the Floor Plan table. Please discard all previous copies of bulletin 42190.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery April 27, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year	
		From	To
Chevrolet	Silverado	2017	2017
Cadillac	Escalade, Escalade ESV	2016	2016
Chevrolet	Silverado, Suburban, Tahoe	2016	2016
GMC	Sierra, Yukon, Yukon XL	2016	2016

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, Yukon XL vehicles and 2017 model year Chevrolet Silverado vehicles. Some of these vehicles may have been built with front upper control arms with a poor quality weld near the control arm’s bushing. These poor quality welds could fail, causing the upper control arm to deform or separate from the bushing. If the weld were to fail, steering and directional control of the vehicle could be compromised, which could increase the risk of a crash.
Correction	Replace the left and right front upper control arms and realign the vehicle.

Parts

Quantity	Part Name	Part No.
1	Front Upper Control Arm – LH	23420263
1	Front Upper Control Arm – RH	23420264
2	Front Upper Control Arm Ball Stud Nut	03537772

Parts Pre-Ship Information – For USA & Canada

An initial supply of Front Upper Control Arm LH and RH, part 23420263 and 23420264, will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of May 4, 2016. Shipments will cover all involved vehicles. Pre-shipped parts will be charged to dealer’s open parts account. **All orders placed prior to, or during, the pre-ship will be cancelled.**

Additional parts, if required, should be obtained from GMCCA. Parts are currently in limited supply. Order parts on a CSO = Customer Special Order only. DRO’s will be cancelled. **All orders will be reviewed prior to being filled.** A quantity limiter may be in effect.

Note: The Front Upper Control Arm Ball Stud Nut, part 03537772, is sold in a package quantity of 5 and may already be available in your dealer inventory. This part will not be sent with the pre-ship.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102183	Front Upper Control Arm Replacement - Both Sides Add: Cadillac Escalade, Chevrolet Tahoe, Suburban, GMC Yukon	2.2* 0.1	ZFAT	N/A
9102204	Courtesy Transportation (Mexico Only)	N/A	ZFAT	**
9102203	Floor Plan Reimbursement	N/A	ZFAT	***

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

- * Labor time includes front upper control arm replacement both sides, alignment, caster/camber adjustment, and road test.
- ** Mexico Only - Add the rental amount into Net Item.
- *** USA & Canada Only - Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 27, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 11 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2016 Escalade	\$10.14	\$12.90
2016 Escalade ESV	\$10.59	\$13.14
2016 Silverado LD Crew	\$5.14	\$7.73
2016 Silverado LD Ext.	\$5.14	\$6.36
2016 Silverado LD Reg.	\$5.14	\$4.77
2016 Silverado LD	\$5.14	\$7.22
2016 Suburban	\$7.53	N/A
2016 Tahoe	\$6.90	\$8.59
2016 Sierra LD Crew	\$5.54	\$7.88
2016 Sierra LD Ext.	\$5.54	\$6.17
2016 Sierra LD Reg.	\$5.54	\$4.94
2016 Sierra LD	\$5.54	\$7.44
2016 Yukon	\$7.85	\$10.48
2016 Yukon XL	\$8.24	\$11.39

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Service Procedure

1. Remove the front upper control arm – both sides. Refer to *Upper Control Arm Replacement (Light Duty)* in SI.
2. Install a new front upper control arm – both sides. Refer to *Upper Control Arm Replacement (Light Duty)* in SI.
3. Perform a wheel alignment. Refer to *Wheel Alignment Measurement and Front Caster and Camber Adjustment* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

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Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle via FedEx letter (see copy of customer letter included with this bulletin). Dealers were instructed on April 27, 2016, via dealer message, to immediately contact their customer(s) that have already taken delivery of an involved vehicle in order to arrange to have the vehicle transported, via flat-bed tow truck, to the dealership.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

May 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, Yukon XL and 2017 Chevrolet Silverado vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 42190.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**
- Contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

Why is your vehicle being recalled?

Some of these vehicles may have been built with front upper control arms with a poor quality weld near the control arm's bushing. These poor quality welds could fail, causing the upper control arm to deform or separate from the bushing. If the weld were to fail, steering and directional control of the vehicle could be compromised, which could increase the risk of a crash.

What will we do?

Parts to repair your vehicle are not currently available. However, we are working with the supplier to obtain the needed parts as quickly as possible to correct this condition. When parts are available, your GM dealer will replace the left and right front upper control arms and realign the vehicle. This service will be performed for you at **no charge**. You can also check the status of this recall at www.my.gm.com/recalls.

What should you do?

You should contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for inspection. A courtesy vehicle will be provided, if needed. **Do not drive your vehicle to the dealership.**
FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.

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Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V256.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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